

TROUBLE SHOOTING

Problem: The blind isn't working with the remote

use the remote to scroll to channel 6, and then go one channel past channel 6. This is the group channel and all the lights on the remote should light up when you are on this channel.

Does the blind now work?

If not please check the power to the blind. If it is a battery powered blind please make sure that the power is properly attached to the blind. If it is a mains powered blind please make sure the powered is connected properly to the blind

If this does not work please email us with a description of the problem to team@skylight-blinds-direct.co.uk

Blind is pulling over wonky- did you fit the L brackets?

Did you fit the L brackets down the side channels? (you will find these in the packaging if your blind has a join down the side channels). The L brackets are already installed if your side rails are not in 2 x parts.

Rewatch this video



[Scan the code or click here to watch the video](#)

Blind is pulling over wonky- adjust rods



[Scan the code or click here to watch the video](#)

Problem: Blind doesn't shut properly

If the blind does not completely close or stops short of the closing position, then the motor limits should be reset.

Sometimes it is possible that the motor limits are no longer in sync if you have built the blind and then disassembled it.

RESET THE MOTOR LIMITS

1. Open the blind fully*
2. Physically hold the float rail securely so as to stop it from moving (you are about to hit the close button!).
3. Press the button on the transmitter that would normally close the blind.
4. You will feel a slight 'jog' on the float rail. The motor limits have been erased.
5. Now press the close button again and let the blind run to the end. When the motor detects an obstruction, it will stop and set that position as the final limit
6. See this video <https://www.youtube.com/shorts/KxyMZr5LGdY>

*If your blind is stuck halfway and you need to motor reset, please do the following:-

- Get the blind to the almost CLOSED POSITION (leaving enough room for your hand to get in)
- Very gently start pushing manually the blind back with your hands so the blind is totally open
- Then follow the motor reset video

Problem: Battery powered blind not working

Charge: Charge the battery over night

Connections: check all the connections on the battery clips are secure

Operate with the charger in: Try to operate the blind with the charger installed (does it work? If so there is a problem with the battery itself)- email team@skylight-blinds-direct.co.uk and let us know and we will be able to order you a new battery

Remote control & Switch

The standard remote has 5 x channels and a universal channel which can be found on the 7th press of the button. This fires the same signal to all channels simultaneously



UP – Open the blind

STOP – Stop the blind

DOWN – Close the blind

< > – Cycle through the channels



Opening the battery compartment will reveal two programming buttons.

P1 – Left hand button

P2 – Right hand button

They do not have specific functions, but are used to programme various options.



SINGLE/DOUBLE CHANNEL WALL SWITCH

(NOVO)

Note that wall mounted switches do not have a P1 or P2 button. Instead the same functionality can be achieved by using the following key combinations:

P1 → Press STOP

P2 → Press UP and DOWN together

Some programming scenarios require all three buttons to be held down. This is noted in the guides.

TERMS USED

‘Jog’ – this term is used to indicate the short two-way movement of the motor when the motor is in programme mode.

‘Setting Key’ – This is the programming button describes at the top of the page.

‘Press and Hold’ – This indicates that you should press and hold the button down until the next event (such as a jog)

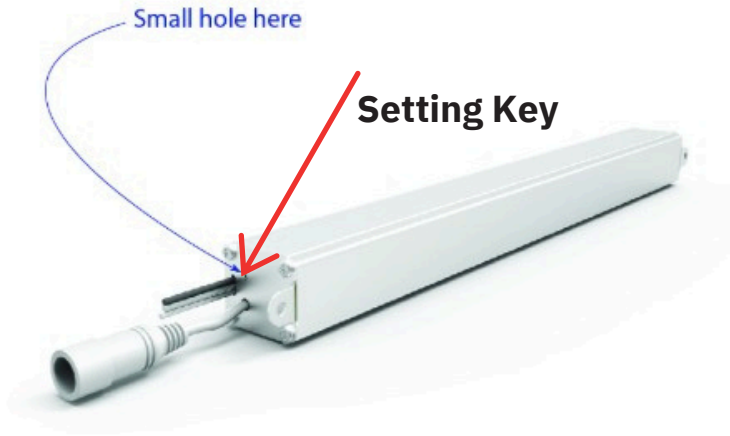
‘Press’ – This indicates that you should just press a button one time only and release.

Pairing the remote for battery operated blinds

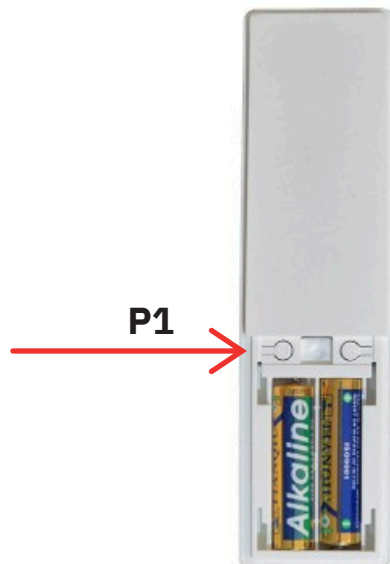
1. Select the channel you want to pair



2. Press and hold the setting key on the battery (battery beeps)



3. Press P1 on the back of the remote within 10 seconds of the beep
Operation is now complete

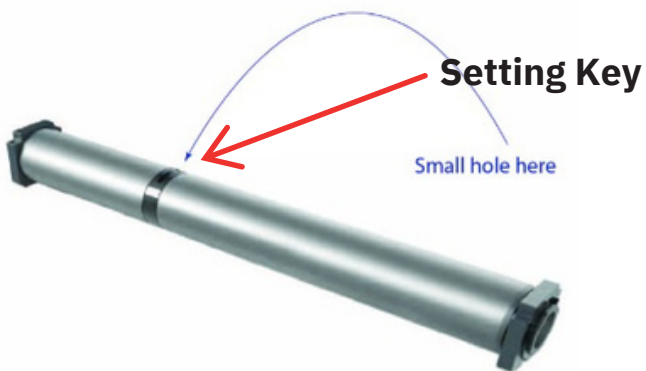


Pairing the remote for mains powered blinds

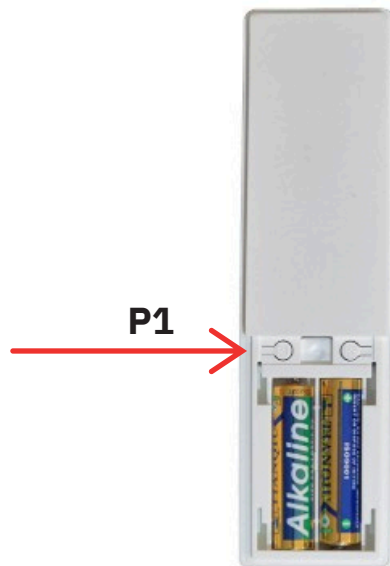
1. Select the channel you want to pair



2. Press and hold the setting key on the motor (motor jogs)



3. Press P1 on the back of the remote within 10 seconds of the beep
Operation is now complete



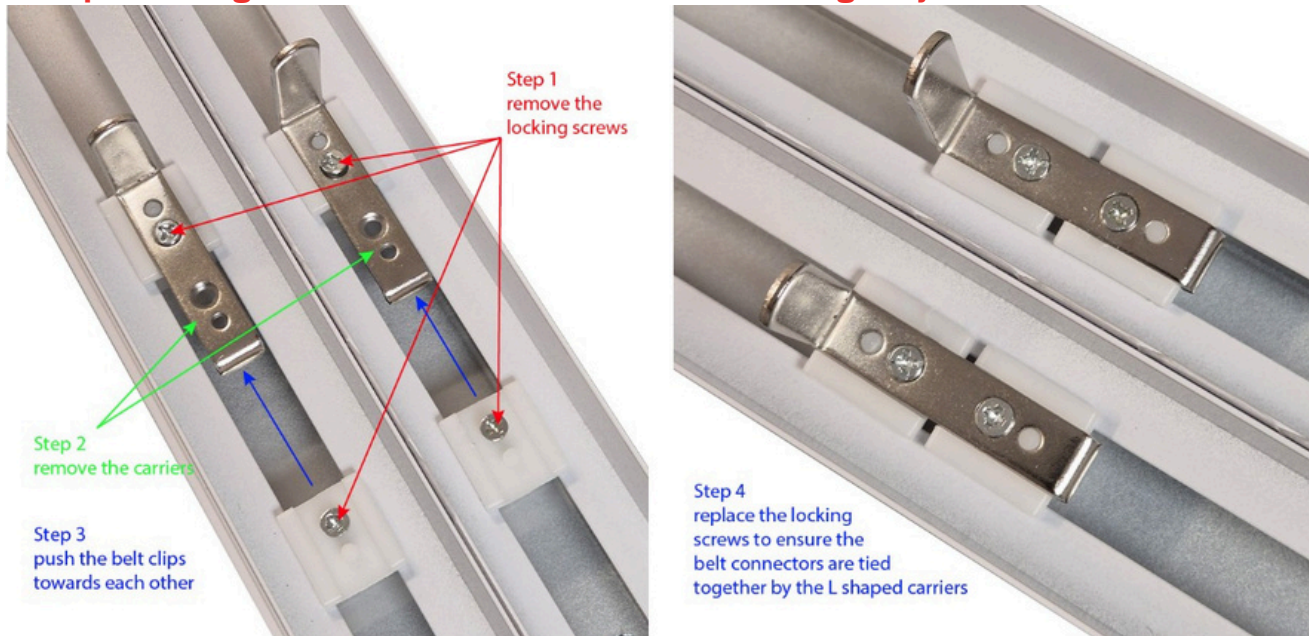
Side Channels have a join and the blind stops on the join

If your side channels have joins, connect the side channels first before proceeding with the installation. Ensure that there is no gap between the two joined parts. Refer to [this video](#).

Important

We are unable to ship joined side channels with the belt loop fully assembled. This video will guide you on how to connect the belt ends correctly for optimal functionality of the blind.

Please pay special attention to the following images, which demonstrate the correct positioning of the belt connectors when assembling the joined side channels.



If you encounter situations where there the fabric is snagging on the join in the side channel join, here are some tips on resolving the issue. Firstly, it's important to note why this may occur. Typically there are two reasons why this can happen.

There's a gap between the profiles

The holes in the side channel do not match exactly the position of the holes made in the fixing wall. When you screw the side channels to the wall tightly, you might pull the side channels apart and create a gap.

The aluminium profiles do not exactly match in shape

Perhaps one edge of the profile has been slightly bent up or down in transit or during the installation process.

Possible remedies

Gap between profiles

Loosen the screws that go into the wall. This should allow you some 'play'.

Loosen the side channel joiner screws in the joining plate.

Wedge something behind the header and footer profiles of the blind to push the rail together tightly at the join. Ideally, place the wedge above the blind where it will not be seen.

Tighten the side channel joiner plate screws again. Tighten the screws that go into the wall, but do not over-tighten them so as to pull the side channels apart again.

Note: if this doesn't work and you find the rail pulling apart when you tighten the wall screws, you may need to make the holes in the side channel bigger or re-drill the holes in a different position and try again.

Aluminium profiles do not match exactly: Try to gently form the channel by bending them to match each other. Use some good quality cloth tape to cover the join. The best way to do this is to fit the tape the full length of the blind so that there are no edges of tape that could be lifted in future.

Visit a local PVC window company and purchase some PVC strip. The strip should run the full length of the side channel. It doesn't need to be more than 25mm (1 inch) wide. Use silicone, double sided tape or even hot glue to hold the PVC in place.

Once the side rails are straight, please reset the motor

How to reset the motor

Open the blind fully*

Physically hold the float rail securely so as to stop it from moving (you are about to hit the close button!).

Press the button on the transmitter that would normally close the blind. You will feel a slight 'jog' on the float rail. The motor limits have been erased.

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